



SOUTHEAST ASIA

RECRUITMENT PACK AND JOB DESCRIPTION

Greenpeace, one of the world's most respected and dynamic organizations, is an international non-profit global campaigning organization that acts to ensure the ability of our Earth to nurture life in all its diversity. At the heart of Greenpeace's campaigns is the tradition of non-violent direct actions against environmental abuses and destruction.

Greenpeace exists because this fragile earth deserves a voice. It needs solutions. It needs change. It needs action.

Greenpeace, an international environmental non-government organization, is comprised of 27 independent national and regional offices across the world covering operations in more than 55 countries. To maintain our independence, Greenpeace does not accept donations from governments or corporations but relies on contributions from individual supporters and foundation grants.

For over 40 years, Greenpeace has been successful in our campaigns to reverse environmental degradation by bearing witness to environmental destruction and exposing and confronting environmental abuses. Greenpeace campaigns have been vital in informing government policies on the environment and effecting changes in business practices, which lead to various environmental problems.

Greenpeace in Southeast Asia

Greenpeace opened the first office in Southeast Asia in 2000. Since then we have led successful campaigns throughout the region, securing fresher air, cleaner water and a healthier environment through changing industry practices and government policies. Greenpeace actively campaigns across the region on pressing environmental issues concerning our climate, forests, oceans, food, plastic, liveable cities, as well as social justice.

Greenpeace has four offices in Southeast Asia (GPSEA)—in Indonesia, Malaysia, the Philippines, and Thailand, with each office is composed of Programme Department (Campaigns, Communications, Public Engagement & Actions), Fundraising, and Operations Support (Human Resources, Finance & Administration, Information Technology, Security). Currently, Greenpeace Southeast Asia employs nearly 200 staff across the region, excluding the Direct Dialogue Fundraisers.

THE POST: Telemarketing Administrator

Position Summary

The Telemarketing Administrator (Fixed Term Contract for 6 months), in direct consultation with the Supporter Care Coordinator, will undertake a telemarketing work aimed at building donor relations and increasing continued income support through the following supporter care and telemarketing programs in Thailand.

Duties and Responsibilities:

- Enhance Greenpeace's financial resources and cultivate stronger relationships with both new and existing donors through various retention and acquisition call initiatives.
- Conduct outbound and inbound telemarketing calls, encompassing tasks such as procuring in-house leads, reengaging previous donors, implementing retention and supporter care programs, executing recapture and pre-debit fail calls, and other similar activities.
- Collaborate and coordinate with the Supporter Care Team, Supporter Relations Team and other departments that are associated with the Supporter Care and Telemarketing programs.
- Meet pre-agreed targets and exhibit a high level of professionalism within the designated time frame.
- Ensure the recording of Supporter Care and Telemarketing activities is accurate and complete for future use.
- Other duties assigned by the supervisor.

Requirements:

- A Bachelor's Degree in any field
- A minimum of 1-3 years of experience in customer service.
- Calm demeanor under pressure. Possess service-oriented mindset, problem solving skill and great team player.
- Knowledge and/or experience in Microsoft Excel, database systems, reporting and management.
- Preliminary to elementary English communication skills would be an advantage.

APPLICATION GUIDELINES

Interested candidates are invited to (1) write Letter of Introduction, explaining why you are qualified for the position and why you want to work for Greenpeace, (2) fill out the attached Application form and email to jobs.th@greenpeace.org

As we receive a large number of applicants for our advertised vacancies, we are unable to respond to those applicants who have not been shortlisted and we apologize for this in advance. If you do not hear from us within two weeks of the closing date, please assume that you have not been shortlisted.

GUIDANCE IN COMPLETING YOUR APPLICATION FORM

1. Read the recruitment pack carefully before completing your application form. The recruitment pack contains information about Greenpeace, about the job you are applying for, and brief information on employment conditions.
2. Write Letter of Introduction, explaining why you are qualified for the position and why you want to work for Greenpeace and complete all items in the application form. Remember that this will be our basis for shortlisting candidates. Curriculum Vitae (CVs) will not be accepted.
3. Make sure you email the form to the correct email address (jobs.ph@greenpeace.org), addressed to the HR Department, and ensure that your application form arrives before the closing date. Application forms received after the closing date will not be accepted.
4. If you have questions, kindly email jobs.th@greenpeace.org

Thank you and we look forward to receiving your application letter and completed application form.